

# The Austrian Quality Award 2008 goes to Worthington Cylinders and NXP Semiconductors Austria

VAMED-KMB and SKF Austria are Prize Winners

VAMED also is a Finalist

**This year the Austrian Quality Award was presented in two categories. The specialist in acoustics NXP Semiconductors Austria was distinguished in the Category Business Areas & Subsidiaries. Worthington Cylinders – producer of steel bottles for technical gases – won in the Category Large-Scale Companies. Prizes were presented to VAMED and SKF Austria. VAMED-KMB also was a Finalist in the Category Large-Scale Companies. The award took place on the occasion of the Winners' Conference of Quality Austria. The Austrian Quality Award is presented by the Austrian Foundation for Quality Management (AFQM) in co-operation with the Federal Ministry for Economic Affairs and Labour.**

At the Austrian Quality Award, organisations are distinguished for excellent performance in the field of business quality. "Business quality denotes an organisation's performance ranging from people management via processes to the definition and implementation of corporate goals and strategies, to name but few," explains Franz-Peter Walder, CEO of AFQM. Participation in the Austrian Quality Award requires a maturing process. Only then will companies be admitted to a special scoring programme – which is based on the EFQM Excellence (European Foundation for Quality Management) Model and informs on quality related performance of the overall company. "You cannot simply win the Austrian Quality Award. You have to work at it. The companies distinguished are rewarded for continuous further development of their business quality," adds Franz-Peter Walder.

**Exemplary leadership at Worthington Cylinders**

Worthington Cylinders, which is known as a producer of steel bottles for technical gases, particularly impressed the jury because of the organisation's change led by the leaders and could clearly meet the customer, owner and employee requirements. For example, this is reflected in the development of a concept of values. Top management and the leaders act in a proactive, systematic and committed manner in order to tread the path of consistent improvement together with the employees. This is how the jury explains its decision.

"Our people are our most important resource. Training and further training, commitment, autonomy and participation in improvements are highly esteemed and promoted by us," says David J. Kelly, General Manager of Worthington Cylinders.

**NXP Semiconductors Austria was distinguished for international commitment and innovation**

The NXP Business Area Sound Solutions in Vienna was an Award Winner for the second time after 2002. In 2007, the company also was a Finalist at the EFQM Excellence Award in Athens. The specialists in acoustics were distinguished because of their global commitment and innovation focused leadership. It is particularly with the key accounts that there are close ties, and there is profound integration within the supply chain. This is reflected in the geographical position of the locations and subcontractors.

"One of our strengths is that we systematically use different tools for enabling continuous improvement of our business processes," says Ernst Müllner, Head of the Business Area Sound Solutions and General Manager of NXP Semiconductors Austria. According to the jury, NXP's present strategic process and the fact that objectives and targets are derived up to the production line help NXP to have a well-founded systematic focus on results.

**VAMED-KMB: Excellent quality management together with AKH ("Allgemeines Krankenhaus" – General Hospital) Vienna**

VAMED-KMB, which is a contractual partner of AKH Vienna and is responsible for house and structural engineering as well as for servicing 48,000 medical instruments, was honoured at this year's Austrian Quality Award twice: On the one hand, it was a Finalist in the Category Large-Scale Companies. On the other hand, VAMED-KMB won a Prize for its special performance in the field of policy & strategy. All the processes of VAMED-KMB are conclusively derived from the overall concept and mission statement. The principles for sustainable excellence are developed further continuously.

Close co-operation with the key account AKH Vienna was specially recognised by the Prize. In the course of innovative further development of contractual partnership, a special model was developed. This model directly involves the client and considers joint strategy development for designing the technical operations of AKH Vienna. "Direct involvement of the customer provides feedback and suggestions for improvement relating to further development, in whose implementation the customer also participates. Thus Technical Management of AKH Vienna is directly involved in several projects. This also helps to

ensure the customer needs can be fulfilled optimally," explains Otto Müller, General Manager of VAMED-KMB.

### **SKF in Steyr was distinguished for performance in the field of processes**

The Austrian subsidiary of the Swedish world market leader for rolling bearings, SKF Österreich AG, was honoured for special performance in the field of processes by the jury. Thanks to its process map that is developed so well, SKF Österreich AG takes a leading position within the company group. The Balanced Scorecard is used as a central element for controlling these processes.

"What is particularly important to us is to focus on our people by involving them in the company. Partnerships and resources are handled in a structured manner while following defined procedures and strongly focusing on the customer needs," says Franz Hammelmüller, CEO of SKF Österreich AG.

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Phototext 1: Franz Peter Walder/ AFQM (1 v.l.), Ernst Müllner/ NXP (6 v.l.), Christine Marek/ BMWA (7 v.l.), Konrad Scheiber (1 v.r.)

Phototext 2: Konrad Scheiber/ Quality Austria (1 v.l.), Christine Marek/ BMWA (7 v.l.), Franz-Peter Walder AFQM/ (1 v.r.), David J. Kelly/ Worthington Cylinders (4 v.r.)  
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### **Quality Austria**

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### **Information**

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